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## FACES.NET CPS DIFFERENTIAL RESPONSE: “FAMILY ASSESSMENT CLOSURE”

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**CREATION DATE:** November 31, 2011

The scope of the Differential Response enhancements encompasses changes made to existing FACES.NET screens to provide an alternative means to respond to allegations of child abuse and neglect instead of having to solely rely on the investigation process. The changes will allow CPS to enter and close Family Assessment Referrals (FA) in FACES.NET.

Differential Response (DR) is a philosophical practice shift for the Child and Family Services Agency (CFSA). It begins with the recognition that many differences exist within the pool of referrals coming to the Agency’s attention. By using the DR approach, CFSA’s Child Protective Services (CPS) Administration is able to differentiate the most appropriate initial responses to accepted reports of child abuse and neglect. DR is specifically designed to address the needs of families that have no immediate safety concerns, no criminal violation or no current formal substantiated allegations of child abuse or neglect.

The CPS practice guidelines specify that the following Closure Reasons could be considered for DR Family Assessment Closure:

- Connect to a Closed Case and Re-Open
- Connect to an Open Case
- Did not meet standards
- Family declined participation
- Link to Open Family Assessment
- No further action needed
- Open CPS Referral
- Open a New Case
- Out of Jurisdiction
- Referred to Agency
- Referred to Collaborative
- Unable to engage family

### **Pointers to Remember:**

1. FA Closure Reason value definitions are listed below in *Appendix A*.
2. Depending on FA Closure reason, a Safety Assessment and/or Risk Assessment will need to be completed and approved. *See Appendix B*.
3. Upon Request for Approval, the FA Closure screen will “gray-out” and become read-only.
4. Upon Request for FA Closure Approval, any completed Safety Decision and Risk Assessments will “gray-out” and become read-only.
5. To unlock or enable the FA Closure, Safety Decision, and/or Risk Assessment screens for updating/editing, Supervisor will be able to use the “Send Back” feature on the FA Closure screen.
6. For the purpose of this tip sheet, the FA Closure reason will be: Referred to Agency
7. Several system edits or advisory messages are in place to ensure that necessary data is valid and/or complete.



## Family Assessment Closure

Steps include:

**Step 1:** Hold cursor over **Referral, Investigation**.

**Step 2:** Click **Family Assessment Closure** screen.

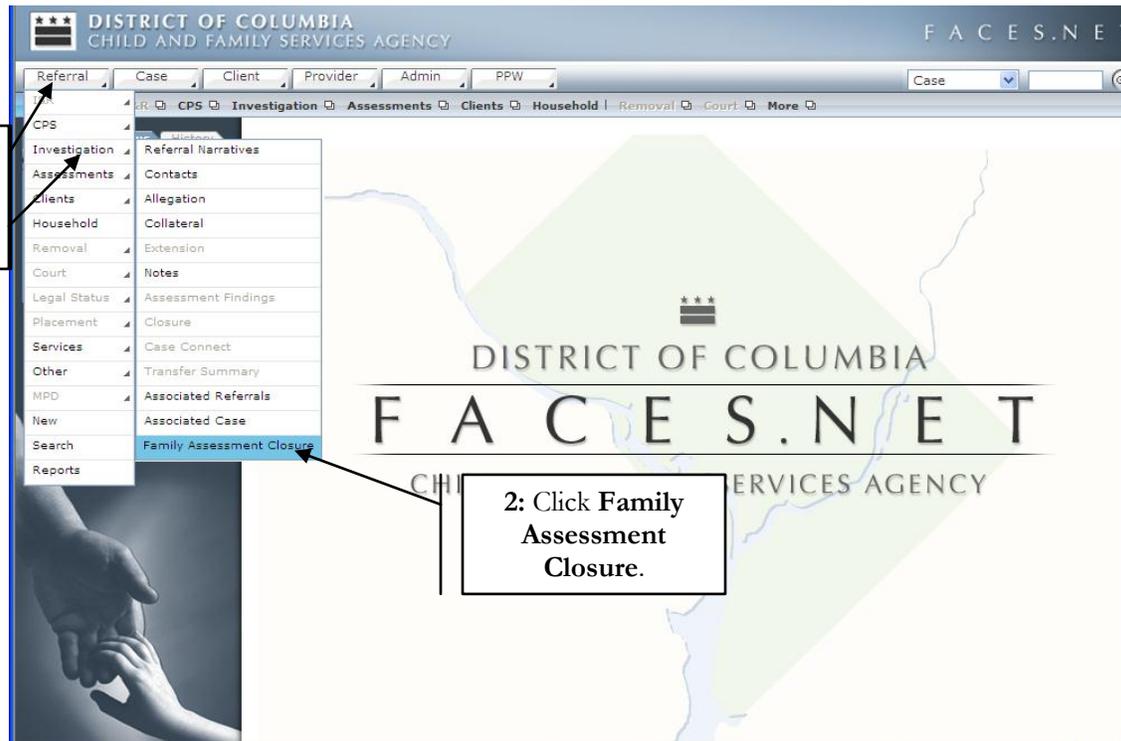


Figure 1

**Step 3:** For the Closure Reason: **Referred to Agency**, a completed **Safety Decision** and **Risk Level** will automatically populate to the screen once they are approved.

**Step 4:** Any **Associated Cases/Referrals** will automatically populate.

**Step 5:** Select **Closure Reason**.

**Step 6:** Enter **Transfer Date** (only applicable for “Referred to Agency” and “Referred to Collaborative” Closure reasons).

**Step 7:** Select **Agency** (only applicable for “Referred to Agency” Closure reason).

**Step 8:** Enter **Closure Comments**.

**Step 9:** Click **Save**.

**Step 10:** Click **Approve**.

**3: Safety Decision and Risk Level.**

**4: Associated Cases and Referrals.**

**5: Select Closure Reason.**

**6: Enter Transfer Date.**

**7: Select Agency.**

**8: Enter Closure Comments.**

**9: Click Save.**

**10: Click Approve.**

| Case/Referral Id | Case/Referral Name | Open Date  | Close Date | Type     |
|------------------|--------------------|------------|------------|----------|
| 678              | KE                 | 09/12/2011 | 10/14/2011 | Referral |

Figure 2



**Note:**

- The **Case ID** field will become mandatory if the following FA **Closure Reason** is selected:
  - Connect to a Closed Case and Re-Open
  - Connect to an Open Case
- The **Open Case – Reason for Agency Involvement** text box will become mandatory if the following FA **Closure Reasons** are selected:
  - Connect to a Closed Case and Re-Open
  - Open a New Case
  - Connect to an Open Case
- **Transfer Date** will become mandatory if the following FA **Closure Reasons** are selected:
  - Referred to Agency
  - Referred to Collaborative
- The **Referral ID** field will become mandatory if the following FA **Closure Reason** is selected:
  - Open CPS Referral
  - Link to Open Family Assessment

## *Appendix A*

### **Family Assessment Closure Reasons**

**Connect to a Closed Case and Re-Open** – Family has prior Case history with Agency, Case will be open for “voluntary” ongoing services. Closed Case number is needed to move forward with this closure reason.

**Connect to an Open Case** – Connect to a currently open ongoing Case for continued services. Open Case number is needed to move forward with this closure reason.

**Did not meet standards** – No major issues; did not meet CFSA policy standards.

**Family declined participation** – Family did not want services; family said “no” to services.

**Link to Open Family Assessment** – FA already exists and is currently assigned to a worker. FA Referral number is needed to move forward with this closure reason.

**No further action needed** – Issue(s) resolved; needs were addressed by CFSA

**Open CPS Referral** – Follow-up services will be assessed through CPS; CPS Referral must be open prior to making this selection; CPS Referral number is needed to move forward with this closure reason.

**Open a New Case** – Open new Case record; Case will be open for “voluntary” ongoing services.

**Out of Jurisdiction** – Out of state; out of CFSA jurisdiction.

**Referred to Agency** – Referring to other DC agency for ongoing follow-up and services, except Collaborative. Agency name and Transfer Date is needed to move forward with this closure reason.

**Referred to Collaborative** – Referring to Collaborative for follow-up services. Collaborative name and Transfer Date is needed to move forward with this closure reason.

**Unable to engage family** – Family was initially compliant/accepting of services then began to avoid/allude service recommendations.

**Appendix B**

**Needed Safety Assessment/Risk Assessment per Family Assessment Closure Reason**

| <b>Closure Reason</b>                | <b>Safety</b> | <b>Risk</b> |
|--------------------------------------|---------------|-------------|
| Connect to a Closed Case and Re-Open | Yes           | Yes         |
| Connect to an Open Case              | Yes           | Yes         |
| Did not meet standards               | No            | No          |
| Family declined participation        | Yes           | No          |
| Link to Open Family Assessment       | No            | No          |
| No further action needed             | Yes           | Yes         |
| Open CPS Referral                    | No            | No          |
| Open a New Case                      | Yes           | Yes         |
| Out of Jurisdiction                  | No            | No          |
| Referred to Agency                   | Yes           | Yes         |
| Referred to Collaborative            | Yes           | Yes         |
| Unable to engage family              | Yes           | No          |